

Docket No. 8354-U
Georgia Public Service Commission OSS Workshop
Summary of Staff Recommendations
December 23, 1997

ORDERING

POTENTIAL ISSUE	PROPOSED SOLUTION	IMPLEMENTATION TIME FRAME
<p>3. Level of Manual Intervention</p> <ul style="list-style-type: none"> a. Substantial number of LSRs placed via EDI being handled manually. b. No working EDI interface for ordering. c. EDI-PC not fully automated. d. Process for ordering unbundled network elements through LENS (information is entered into the "Remarks" section of the order screen and is manually retrieved and re-entered by BST). e. Availability of an electronic interface that does not require manual intervention for the provisioning of unbundled loops. 	<ul style="list-style-type: none"> a. Issue addressed in 2c and 2j. b. Not an issue. c. Not an issue at this time. d. BST shall provide business rules to CLECs for Version 7.0 of EDI, LEO, LESOG and SOER. e. BST shall provide business rules to CLECs for Version 7.0 of EDI, LEO, LESOG and SOER. 	<ul style="list-style-type: none"> a. December 19, 1997 b. N/A c. N/A d. March 16, 1998 for Version 7.0 January 30, 1998 for LEO, LESOG and SOER e. March 16, 1998 for Version 7.0 January 30, 1998 for LEO, LESOG and SOER
<p>4. Edit Capabilities</p> <ul style="list-style-type: none"> a. Failure to provide electronic edit capabilities with ordering and providing at parity with BST. Edit to comply with OBF ordering form requirements or BST business rules. b. Inability to submit change orders (in case of errors, customer changes order, and adding or removing features). 	<ul style="list-style-type: none"> a. BST shall provide business rules to CLECs for Version 7.0 of EDI, LEO, LESOG and SOER. b. BST shall provide business rules to CLECs for Version 7.0 of EDI, LEO, LESOG and SOER. 	<ul style="list-style-type: none"> a. March 16, 1998 for Version 7.0 January 30, 1998 for LEO, LESOG and SOER b. March 16, 1998 for Version 7.0 January 30, 1998 for LEO, LESOG and SOER

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POTENTIAL ISSUE	PROPOSED SOLUTION	IMPLEMENTATION TIME FRAME
<p>5. System Capacity</p> <p>a. Failure to provide systems with sufficient capacity to meet anticipated or reasonable demand.</p> <p>b. Insufficient testing of systems and test documentation.</p> <p>c. Inadequate field for directory listings.</p> <p>Note: Applies to both EDI and EDI-PC for Items 5a thru 5c.</p>	<p>a. BST has agreed to provide the methodology utilized to calculate present system capacity and its proposed plan for expanding system capacity.</p> <p>b. Issue addressed in 1a and 1b of the General Section.</p> <p>c. Issue addressed in 1a and 1b of the General Section.</p>	<p>a. December 31, 1997</p> <p>b. January 30, 1998</p> <p>c. January 30, 1998</p>
<p>6. Integration</p> <p>a. LENS, EDI, and EDI-PC interfaces are not integrated to provide direct, unmitigated access to BST's legacy systems for pre-ordering and ordering functions.</p> <p>b. LENS must be utilized in combination with additional interfaces, such as the TAFI system and EDI-PC in order to meet additional CLEC needs.</p> <p>c. Insufficient information provided new entrants to develop a system compatible with BST's Phase II EDI.</p> <p>d. LENS, EDI, and EDI-PC require dual entry by entrants into their own ordering/customer records systems.</p>	<p>a. Closed issue (BST will provide system specifications so that CLECs can build their own interfaces to integrate).</p> <p>b. Not an issue.</p> <p>c. Issue addressed in 2f of Ordering and 1a and 1b of the General Section.</p> <p>d. Closed issue (BST will provide system specifications so that CLECs can build their own interfaces to integrate).</p>	<p>a. December 31, 1997</p> <p>b. N/A</p> <p>c. March 16, 1998 for Version 7.0 January 30, 1998 for LEO, LESOG and SOER</p> <p>d. December 31, 1997</p>

Docket No. 8354-U
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BILLING

POTENTIAL ISSUE	PROPOSED SOLUTION	IMPLEMENTATION TIME FRAME
1. System Capability a. BST has failed to provide systems relating to detailed access usage data for UNEs for billing purposes. b. BST has failed to provide systems to bill for UNEs, including local loops, local transport and switching via CABs or using a CABs format. c. BST does not have the capability to record usage data or generate mechanized bills for many network elements. BST is not capable of providing usage sensitive billing for those UNEs that have usage sensitive pricing such as transport, switching, and signaling. d. BST cannot electronically transmit originating and terminating recording information for interstate calls and does not know when it will be able to do so. e. BST has failed to provide systems that accurately produce bills for resold services. f. BST has failed to provide systems for accessing usage data for flat rate calls. g. BST is not providing usage rates for Information Service Provider (e.g. N11) calls even though BST agreed to in middle 1996 and are required to by the AT&T/BST Interconnection Agreement. h. BST has failed to provide systems for mechanically generated billing statements.	a. BST will provide access daily usage file (ADUF). b. This is a contractual issue and therefore no proposed solution is offered in the context of this technical workshop. c. BST shall furnish an accurate paper bill in accordance with interconnection agreements d. BST will provide access daily usage file (ADUF). e. Not an issue f. BST will add capability in central offices to capture data for flat rate calls. g. CLECs have the ability to negotiate their own contracts with ISPs. h. BST shall furnish an accurate paper bill in accordance with interconnection agreements.	a. December 31, 1997 b. N/A c. February 15, 1998 d. December 31, 1997 e. N/A f. December 1998 g. N/A h. February 15, 1998
2. Billing Accuracies CABs - formatted bills were to be implemented by August 2, 1997. AT&T still has not received accurate CABs bills and remains in testing with BST.	This is a contractual issue and therefore no proposed solution is offered in the context of this technical workshop.	N/A

Docket No. 8354-U
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GENERAL

POTENTIAL ISSUE	PROPOSED SOLUTION	IMPLEMENTATION TIME FRAME
<p>1. Notice of Changes</p> <p>a. Insufficient notice of changes b. Insufficient documentation of specifications</p>	<p>a and b: BellSouth, AT&T, MCI and Sprint started a series of meetings on December 11, 1997 to develop a Process Document addressing and resolving these "change management" issues. This series of meetings and development of the document are supposed to conclude by January 31, 1998. One additional CLEC will also be notified so that they can have some input. The parties view this as positive, interactive solution.</p>	<p>a and b: January 30, 1998</p>
<p>2. Proprietary Interface</p> <p>a. Interim interface. b. Not compatible with industry standard EDI interfaces. c. CLECs cannot integrate preordering and ordering at parity with BST. d. Need for machine-to-machine or Application Programming Interface for preordering.</p>	<p>a thru d: EDI & API will be based on industry standards and therefore can be integrated and available for machine-to-machine use.</p>	<p>a thru d: EDI version 7.0 by March 16, 1998 API by December 31, 1998</p>
<p>3. Training</p> <p>a. Usable specs not made available. b. Documentation incomplete, has errors. c. BST personnel lacks adequate training.</p>	<p>a. Issue addressed in 1a and 1b. b. Issue addressed in 1a and 1b. c. Issue addressed in 1a and 1b. Also, BST to provide feedback on orders submitted for CLEC information in training their own staff.</p>	<p>a. January 30, 1998 b. January 30, 1998 c. January 30, 1998</p>

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GENERAL

POTENTIAL ISSUE	PROPOSED SOLUTION	IMPLEMENTATION TIME FRAME
4. Information Information is not provided to show parity (i.e. CLEC tour of BST facilities).	Not a technical issue to be resolved in this docket.	N/A

BEFORE THE GEORGIA PUBLIC SERVICE COMMISSION

In re: Investigation into Development of)
Electronic Interfaces for BellSouth's) Docket No. 8354-U
Operational Support Systems)

CERTIFICATE OF SERVICE

I hereby certify that the foregoing Staff Report – Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems was filed with the Commission's Executive Secretary and copies were served upon all parties and persons listed below by U.S. first-class mail:

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So certified this 23rd day of December, 1997.



David L. Burgess
Director, Telecommunications

BEFORE THE GEORGIA PUBLIC SERVICE COMMISSION

In re: Investigation into Development of)
Electronic Interfaces for BellSouth's) Docket No. 8354-U
Operational Support Systems)

CERTIFICATE OF SERVICE

I hereby certify that the foregoing Staff Direct Testimony in the above referenced docket was filed with the Commission's Executive Secretary and copies were served upon all parties and persons listed below by U.S. first-class mail:

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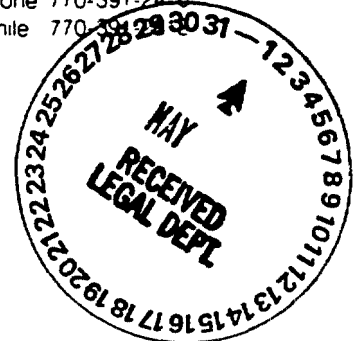
ATTACHMENT 3

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April 27, 1998

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Re: Investigation into Development of Electronic Interfaces for
BellSouth's Operational Support Systems; Docket No. 8354-U

Dear Sir/Madam:

Enclosed is a copy of Version 1.0 of the Electronic Interface Change Control Process document. This document is a product of the EI Change Control Sub-Team, comprised of BellSouth and members of the CLEC industry, who are identified on Appendix D to the document. This document establishes the process by which BellSouth Telecommunications and CLECs will manage requested changes to the BellSouth Local Exchange Interfaces.

BellSouth, AT&T, MCI, Sprint, and LCI have concurred in baselining the Electronic Change Control Process, which means that Version 1.0 is the current document, that the document is in Change Control, and that significant changes to the document must be approved by the Steering Committee. Version 1.0 of the document will be presented to the remainder of the CLEC industry at a conference to be held on April 30, 1998 here in Atlanta.

This document is the Process Document that was mentioned at the workshops held in December and cited in the Staff's Recommendation 1a-b in the General section of the matrix in Docket 8354-U.

Sincerely,

Fred McCallum Jr.
Fred McCallum Jr. *FMJ*

FMJ/lmh
Enclosures

cc: Dennis Sewell
David Burgess



ELECTRONIC INTERFACE CHANGE CONTROL PROCESS

EXCHGMGT3.DOC

VERSION 1.0

April 14, 1998

Issued: 4/14/98

**Jointly Developed by the EI Change Control Sub-team comprised
of BellSouth and CLEC Representatives.**

BellSouth Telecommunications reserves the right to revise this document for any reason, with concurrence of the CLEC/BellSouth Review Board, including but not limited to, conformity with standards promulgated by various government or regulatory agencies, utilization of advance in the state of the technical arts, or the reflection of changes in the design of any equipment, techniques, or procedures described or referred to herein. LIABILITY TO ANYONE ARISING OUT OF USE OR RELIANCE UPON ANY INFORMATION SET FORTH HEREIN IS EXPRESSLY DISCLAIMED, AND NO REPRESENTATIONS OR WARRANTIES, EXPRESSED OR IMPLIED, ARE MADE WITH RESPECT TO THE ACCURACY OR UTILITY OF ANY INFORMATION SET FORTH HEREIN.

This document is not to be construed as a suggestion to any manufacturer to modify or change any of its products, nor does this document represent any commitment by BellSouth Telecommunications to purchase any product whether or not it provides the described characteristics.

This document is not to be construed as a contract. It does not create an obligation on the part of BellSouth Telecommunications or the Competitive Local Exchange Carriers to perform any modification, change or enhancement of any product or service.

Nothing contained herein shall be construed as conferring by implication, estoppel or otherwise, any license or right under any patent, whether or not the use of any information herein necessarily employs an invention of any existing or later issued patent.

Issued: 4/14/98

Jointly Developed by the El Change Control Sub-team comprised
of BellSouth and CLEC Representatives

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VERSION CHANGE HISTORY

This section list changes made to the baseline Electronic Interface Change Control Process document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version	Issue Date	Section Revised	Reason for Revision
1.0	04/14/98		Initial issue.

ATTACHMENT C-4 – ENHANCEMENT REVIEW MEETING AGENDA TEMPLATE.....	53
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1 INTRODUCTION

This document establishes the process by which BellSouth Telecommunications (BST) and Competitive Local Exchange Carriers (CLECs) will manage requested changes to the BellSouth Local Electronic Interfaces. **This process will only cover Change Requests for enhancements that affect existing external users of BellSouth's Electronic Interface Applications.** This process shall be referred to as the Electronic Interface Change Control Process.

The Electronic Interface Change Control Process will only cover Change Requests for enhancements that have the potential to impact the interfaces connected to BellSouth and is applicable to the following existing interfaces:

- Local Exchange Navigation System (LENS)
- Local Pre-Order Gateway (LPOG) a.k.a. EC-Lite
- Electronic Data Interchange (EDI), including EDI-PC
- Trouble Administration Facilitation Interface (TAFI)
- Electronic Communications Trouble Administration (EC-TA) Local

The types of changes that will be handled by this process are as follows:

- Software
- Hardware
- Industry Standards
- Product and Services
- New or Revised Edits
- Process
- Regulatory
- Documentation

As new interfaces are deployed they will be added to the scope of this document and requested changes managed via this process.

The scope of the Electronic Interface Change Control Process **does not** include the following:

- Defect Change Requests
- BonaFide Requests (BFR)
- Production Support (i.e. adding new users to existing interfaces, existing users requesting first time use of existing BST functionality)
- Contractual Agreements

Change Requests of this nature will be handled through existing BellSouth processes.

OBJECTIVES:

- Migrate and adhere to the Industry standards that impact Electronic Interfaces relative to order, pre-order, and maintenance.
- Ensure continuity of business processes and systems operations
- Establish process for communicating and managing changes
- Allow for mutual impact assessment and resource planning to manage and schedule changes
- Capability to prioritize requested changes

The minimum requirements for participation in the Electronic Interface Change Control Process are:

- Word 6.0 or greater
- Excel 5.0 or greater
- Internet E-mail address
- Web access

2 CHANGE CONTROL ORGANIZATION

The Change Control organizational structure supports the Electronic Interface Change Control Process. Each position within the organization has defined roles and responsibilities as outlined in the Electronic Interface Change Control Process Flow - Section 4 of this document. Identified positions, along with associated roles and responsibilities are as follows:

Enhancement Review Participants. Representatives from Competitive Local Exchange Carriers (CLECs) and BellSouth. This team meets periodically to review, prioritize, and make recommendations for Candidate Change Requests. The Candidate Change Requests are used as input to the Internal Change Management Processes (refer to process step 8).

Steering Committee. Committee comprised of CLEC and BellSouth Representatives who meet periodically to facilitate compliance to the Change Control process. Committee membership is limited to a maximum of 15 (fifteen) members. Membership is open to all CLECs on a voluntary basis. No more than 2 (two) representatives per CLEC are allowed to participate on the Steering Committee at the same time. Once the 15 (fifteen) member limit is reached and as new members are identified, existing members will rotate off the committee.

BellSouth Change Control Manager (BCCM). The BCCM is responsible for managing the Electronic Interface Change Control Process and is the single point of contact for Change Requests. This individual is responsible for maintaining the integrity of the Change Requests, prepares for and facilitates the Enhancement Review Meetings, presents the Candidate Change Requests to the BST Internal Change Management Process, and ensures that all Notifications are communicated to the appropriate parties.

CLEC Change Control Manager (CCCM). The CCCM is the CLEC single point of Contact for Electronic Interface Change Requests. This individual is responsible for presenting and prioritizing Candidate Change Request at the Enhancement Review Meetings; distributing supporting Change Request documentation to the CLEC industry 33 (thirty-three) business days prior to the Enhancement Review Meeting, weekly review of Change Request Log and returning Company Preliminary Priority list to the BCCM 5 (five) business days prior to the Enhancement Review Meeting.

Release Management Project Team. A team of CLEC and BellSouth Project Managers who manage the implementation of scheduled Electronic Interface releases.

3 CHANGE CONTROL DECISION PROCESS

Figure 3-1 shows the top-level process that will be used to evaluate Electronic Interface Change Requests. If the identified need is a defect, the BellSouth SPOC for CLECs will handle it. The BellSouth Account Team(s) will handle BFR requests and production support issues. Enhancements will be handled through the Electronic Interface Change Control Process.

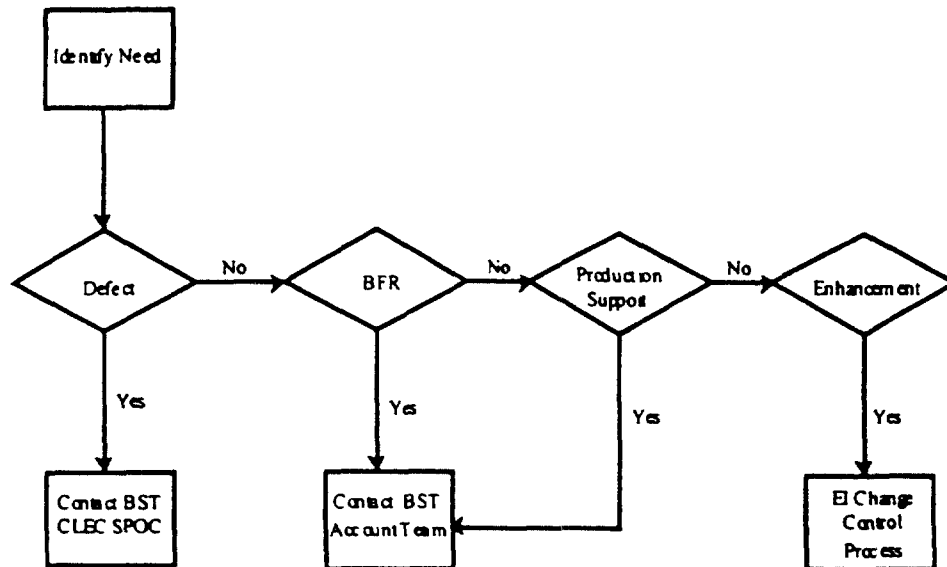


Figure 3-1. Change Control Decision Process

4 ELECTRONIC INTERFACE CHANGE CONTROL PROCESS FLOW

Part 1 - Process Flow Diagram

Figure 4-1 provides the process flow for reviewing and scheduling implementation of a typical Change Request. The process diagram applies to Change Requests submitted via the Electronic Interface Change Control Process. See Part 2 – Detailed Process Flow for detailed process steps.

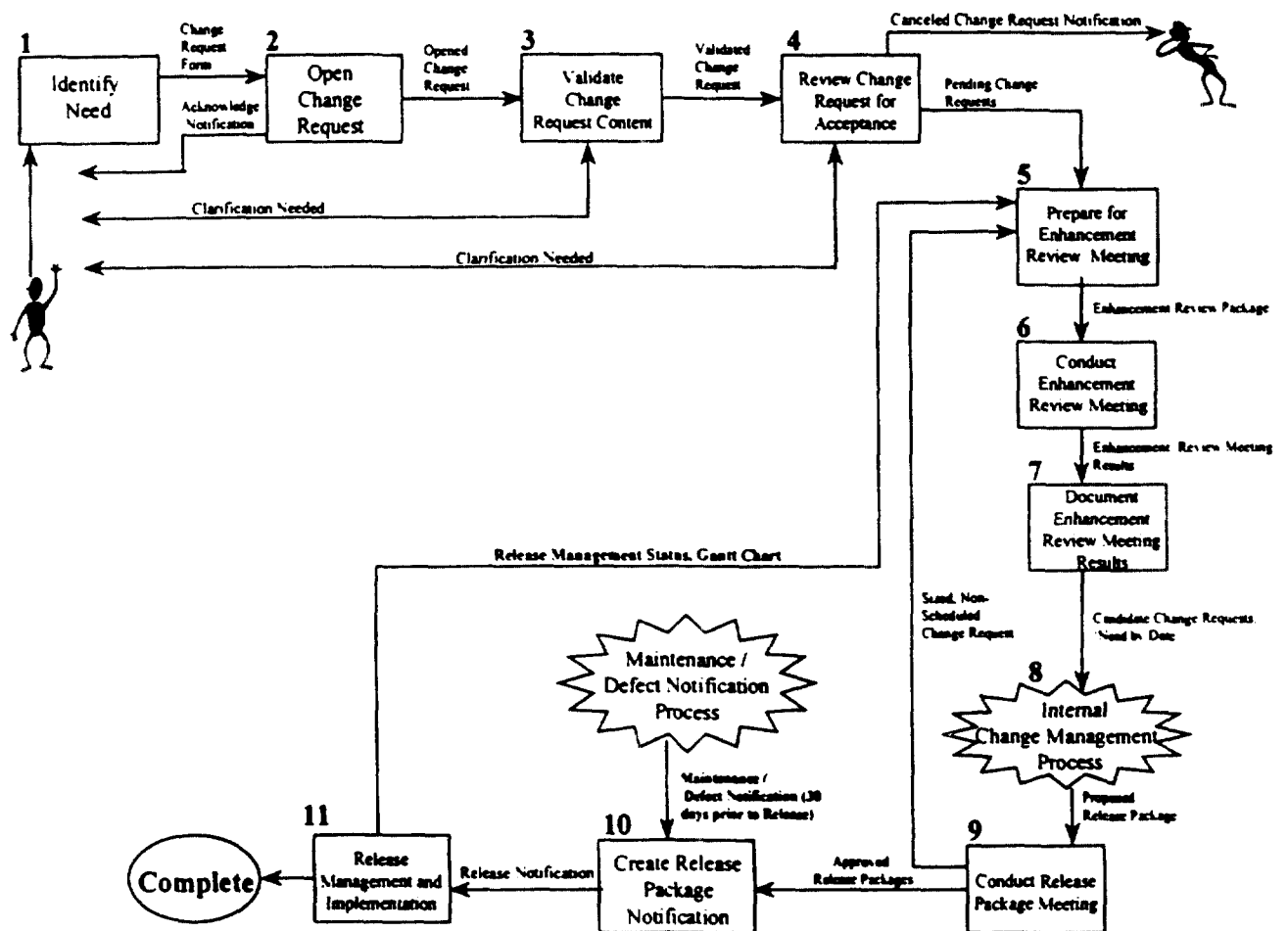


Figure 4-1. Electronic Interface Change Control Process Flow

Part 2 - Detailed Process Flow

The table below details the steps, accountable individuals, tasks, and the inputs/outputs of each sub-process in the EI Change Control process. This process will be used to develop Candidate Change Requests that will be used as input to the Internal Change Management Process. Steps shown in the table are sequential unless otherwise indicated.

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	<u>IDENTIFY NEED</u> 1. Internally determine need for enhancement. (Consideration of legal or contractual obligations). 2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist 3. Attach related requirements and specification documents. (See Attachment A-1A, Item 22) 4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth	<u>INPUTS:</u> <ul style="list-style-type: none"> Change Request Form (Attachment A-1) Change Request Form Checklist (Attachment A-1A) <u>OUTPUTS:</u> <ul style="list-style-type: none"> Completed Change Request Form with related documentation 	N/A
2	BCCM	<u>OPEN CHANGE REQUEST</u> 1. Log Request in Change Request Log (Excel Spreadsheet) 2. Send Acknowledgement Notification (Attachment A-3) to CCCM or BCCM via e-mail. 3. Establish request status ('N' for New Request)	<u>INPUTS:</u> <ul style="list-style-type: none"> Completed Change Request Form with related documentation <u>OUTPUTS:</u> <ul style="list-style-type: none"> New Change Request Acknowledgment Notification 	2 Bus Days
3	BCCM	<u>VALIDATE CHANGE REQUEST FOR COMPLETENESS</u> <u>BCCM</u> 1. BCCM reviews change request for mandatory fields using the Change Request Form Checklist 2. Verify Change Request specifications and related information exists. 3. Send Clarification Notification (Attachment A-4) if needed. 4. Update Change Request Status to 'PC' for Pending Clarification if clarification is needed.	<u>INPUTS:</u> <ul style="list-style-type: none"> New Change Request Change Request Form Checklist Change Request Clarification Response <u>OUTPUTS:</u> <ul style="list-style-type: none"> Validated Change Request Clarification Notification 	3 -10 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<u>CCCM</u> Make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2)		
4	BCCM	<u>REVIEW CHANGE REQUEST FOR ACCEPTANCE</u> 1. Review Change Request and related information for content. 2. Determine status of request: <ul style="list-style-type: none"> • If enhancement already exists forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to 'C' for Request Canceled • If request is valid update Change Request status to 'P' for Pending in Change Request Log • If Change Request Clarification Notification not received send Cancellation Notification and update status to 'C' for Request Canceled. 3. Requests for additional information on cancelled requests should be referred to the BCCM.	<u>INPUTS:</u> <ul style="list-style-type: none"> • New Change Request • Validated Change Request • Clarification Notification (if required) <u>OUTPUTS:</u> <ul style="list-style-type: none"> • Pending Change Request • Clarification Notification (if required) • Cancellation Notification (if required) 	7-10 Bus Days
5	BCCM CCCM	<u>PREPARE FOR ENHANCEMENT REVIEW MEETING</u> <u>BCCM:</u> <ol style="list-style-type: none"> 1. Prepare an agenda 2. Make meeting preparations 3. Update Change Request Log with current status for new and existing Change Requests 4. Prepare and distribute Enhancement Review Package <u>CCCM/BCCM (Internal Activities):</u> <ol style="list-style-type: none"> 5. Analyze Pending Change Requests and evaluate against Approved Release Package(s) 6. Develop Company Priority List for Change Requests and establish "desired/want date" 7. Forward Company Priority List to 	<u>INPUTS:</u> <ul style="list-style-type: none"> • Pending Change Request Notifications • Release Management Status (Step 11) • Change Request Log • Sized, Non-Scheduled Change Request (Step 9) <u>OUTPUTS:</u> <ul style="list-style-type: none"> • Enhancement Review Package • Company's Preliminary Priority List and Desired/Want Dates • Consolidated Preliminary Priority List • Impact analysis 	22 Bus Days prior to ERM send Review Package. 33 Bus Days prior to ERM. CR must be in "P" Status

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		BCCM 1 week prior to Enhancement Review Meeting 8. Distribute additional Change Request documentation 45 days prior to Enhancement Review Meeting		
6	BCCM CCCM	<u>CONDUCT ENHANCEMENT REVIEW MEETING</u> 1. Review regulatory issues for impact 2. Initiators present Change Requests 3. Discuss impacts 4. Review current Release Management statuses 5. Prioritize Change Requests using Consolidated Priority List 6. Determine disposition of Change Requests (sized/non-scheduled request) 7. Develop final Candidate Change Requests by interface, 'Need by Dates' and prioritized Change Request 8. Update status of Change Request to 'ERC' for Enhancement Review Complete, 'RC' for Candidate Request List, as appropriate 9. Review issues and action items and assign owners	<u>INPUTS:</u> • Enhancement Review Package • Consolidated Priority List • Desired/Want Dates • Impact analysis <u>OUTPUTS:</u> • Meeting minutes • Updated Change Request Log • Candidate Change Request List with agreed upon 'Need by Dates' • Pending Change Requests (requests not prioritized at Enhancement Review meeting) • Issues and Actions Items (if required) • Diskette of meeting output	1-5 Bus Days
7	BCCM	<u>DOCUMENT ENHANCEMENT REVIEW MEETING RESULTS</u> 1. Prepare and distribute outputs from 6	<u>INPUTS:</u> • Outputs from 6 above on diskette <u>OUTPUTS:</u> • Distribution of outputs from 6	5 Bus Days
8	BCCM CCCM	<u>INTERNAL CHANGE MANAGEMENT PROCESSES</u> 1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities only to the Candidate Change Requests that meet the criteria established by the Internal Change Management Process. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.	<u>INPUTS:</u> • Candidate Change Request List with agreed upon 'Need by Dates' • Change Request Log <u>OUTPUTS:</u> • BellSouth 's Proposed Release Schedule	22 Bus Days 5-7 Bus Days prior to Release Package Mtg